



UNITED STATES ARMY
CENTER FOR PERSONNEL CLAIMS SUPPORT

How to File a Personal Property Claim

Online Claims Filing System

- Claims are filed electronically through the Army's online claims filing system, PCLAIMS:
 - <https://www.JAGCNet.army.mil/PCLAIMS>
 - Logon with CAC or DS Logon (user name and password)
 - Accessible on both Government and personal computers to include web enabled mobile devices



Welcome to the U.S. Army Claims Filing System

THIS SITE IS INTENDED FOR USERS WHO NEED TO FILE CLAIMS FOR PROPERTY LOST OR DAMAGED BY: FIRE-FLOOD-THEFT-VANDALISM-SHIPMENT MOVES AND OTHER UNUSUAL OCCURENCES

WARNING - IF YOU HAVE PROPERTY LOSS IN CONNECTION WITH THE SHIPMENT OF HOUSEHOLD GOODS, THEN YOU MUST NOTIFY THE TRANSPORTATION SERVICE PROVIDER (TSP) WITHIN 180 DAYS (OR 75 DAYS FOR SHIPMENTS PRIOR TO 15 MAY 2020) OF THE DELIVERY DATE OF THE LOST OR DAMAGED ITEMS. YOU MUST ALSO FILE A CLAIM WITH THE TSP BEFORE FILING A CLAIM WITH THE ARMY IN ORDER TO RECEIVE FULL REPLACEMENT VALUE FOR YOUR LOST OR DAMAGED PROPERTY. IF YOU WISH TO FILE A CLAIM DIRECTLY WITH THE ARMY WITHOUT FILING WITH THE TSP FIRST, YOU WILL ONLY RECEIVE DEPRECIATED VALUE FOR YOUR PROPERTY. PLEASE NOTE THAT THE NOTIFICATION OF LOSS AND DAMAGE IS SEPARATE FROM FILING A CLAIM. DELAYS IN PROVIDING NOTICE OF LOSS OR FILING YOUR CLAIM WILL NEGATIVELY IMPACT THE AMOUNTS PAID.

Before continuing you will need to input your DOD ID number from your government ID or CAC card. If you do not know or cannot find your DOD ID number, please contact CPCS or your servicing overseas claims office for further instructions.

[Having read the above statements, I would like to start a new Claim.](#)

If you have already filed a claim and need to check the status, or saved a draft claim and want to continue with the claim filing process please click the button below

[Continue an Existing Claim or Check Status](#)

Announcements

- [Key Changes to Military Moves Effective 15 May 20](#) - The attached article outlines five key changes to the rules that contractors must follow under the DoD contract for shipment and claims of household goods.
- [Army Directive 2019-21](#) - Effective immediately, the Army will no longer pay claims for unusual occurrences under the Personnel Claims Act when the damage is caused by flood, hurricane, earthquake, or other [acts of nature or weather phenomena](#).
- Need to file a claim with your TSP first? [Click Here](#) for information on filing a claim against your TSP
- [ABCs of Claims](#)
- Did you miss the 75-day deadline to notify your TSP of any loss or damage from a HHG move? To request an extension please fill out [CPCS Form 75](#) and follow the submission instructions on the back of the form. Please read the instructions carefully, because acceptable justification for a waiver is limited.
- Corporate Electronic Funds Transfer Form - DFAS requires that all claimants submit a CEFT Form in order to receive claims payments. Click here to download the [CEFT Form](#)
- Let us know how we're doing! Please take a minute to submit an online comment card about your experience with CPCS or PCLAIMS Plus. [Interactive Customer Evaluation \(ICE\) System](#)



At the time of the loss/damage what was your status?

- Active Duty Army Member, ARNG or USAR
- DA Civilian
- DOD Civilian (not with a service component such as Army, Navy, etc.)
- Former Army Military Member or Civilian Employee
- Army Non-Appropriated Fund Employee
- Amy Local National Employee

If any of the above, Click

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Other, Click

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UNCLASSIFIED



PCLAIMS

Personnel CLaims Army Information Management System

Other Service? Click Here ▾

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TO LOGIN, CLICK HERE

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The security accreditation level of this site is UNCLASSIFIED//FOUO and below.
Do not process, store, or transmit information classified above the accreditation level of this system.

ATTENTION ALL USERS: PLEASE READ THE BELOW INFORMATION IN ITS ENTIRETY

ACTION NEEDED: Phone Numbers can be updated by yourself by logging into your DS Logon account and going to "UPDATE CONTACT INFORMATION." This will take you to a screen to update your own phone number and email. Please ensure your phone (e.g., cell, landline) and email address is accurate as future security features will be enabled soon and you won't have access to your DS Logon account if the phone number is not one you can access.

IMPORTANT: After visiting DS Logon or one of our partner sites, CLOSE your browser window AND all open tabs. This will help protect your information and privacy. If you choose not to close your browser and all open tabs, this can enable third parties access to your PRIVATE HEALTH and BENEFIT INFORMATION.

DS Logon

CAC





DS Logon

DS Logon Username

DS Logon Password

[Forgot Username?](#)
[Forgot Password?](#)

Login

-  Need An Account?
-  Activate My Account
-  Upgrade To Premium Account
-  Change My Account



Phishing Alert: We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.



PCLAIMS

Personnel Claims Army Information Management System

 Home

Welcome

Welcome to the United States Army Claims Service Personnel Claims Online Filing database. This system is designed to assist soldiers and civilians employed by the United States Army with filing claims for loss or damage to personal property. If you are a first time visitor to this site, we recommend browsing through the information contained in the links on the right side of this page. If you have questions and want to speak directly to claims officer personnel, we have included contact information for Military Claims Offices worldwide in the links to the right.

To process an online claim, we need some details about you like the DoD ID, Address, Contact details etc. Please click the button below to enter your personnel details

[Create my PCLAIMS Profile](#)





PCLAIMS

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Welcome

PRIVACY ACT STATEMENT

AUTHORITY: 31 U.S.C. 3721.

PRINCIPAL PURPOSE(S): Filing, investigation, processing and settlement of claims for losses incident to service.

ROUTINE USES:

a. Information is principally used to provide a legal basis for the administrative payment of claims against the Government. Information is also used in connection with:

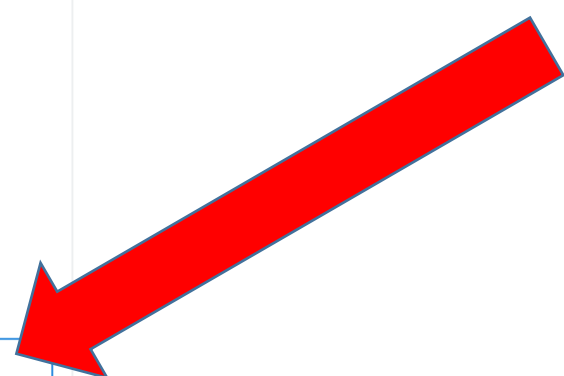
- (1) Recovery from common carriers, warehouse firms, insurers and other third parties.
- (2) Collection from claimants of improper payments or overpayments.
- (3) Investigation of possible fraudulent claims.
- (4) Possible criminal prosecution by the Department of Justice or other agencies if fraud is established.

b. DoD ID Numbers are used to assure correct identification of claimants in order to assure payment to the proper claimant and avoid duplication of claims.

DISCLOSURE: Voluntary; however, failure to supply information will cause delay in settlement and may result in denial of a portion or all of the claim

☒ I Agree to Provide the Requested PII and Continue with my Claim

☐ I Do Not Agree to Provide the Requested PII and Understand my Claim Cannot be Processed Without it





New Claimant Profile

Official Details

Your PCLAIMS profile is linked to your login credentials. Please make sure that you are logged in to the computer using your own login. If another person is logged in, you will not be able to access your claim later.

Last Name

First Name

Middle Initial

Branch

Rank

DoD ID

Unit

HOME ADDRESS

Address1

Address2

City or APO

State or AE/AP Zip

Country

DUTY ADDRESS

Address1

Address2

City or APO

State or AE/AP Zip

Country

Contact Details

Home Phone

Cell Phone

Work Phone

Email

Confirm Email

Pref. Contact

Pref. Address

[Save Profile](#)



PCLAIMS

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Welcome CPT Winter, Jonathon

Welcome to the United States Army Claims Service Personnel Claims Online Filing database. This system is designed to assist soldiers and civilians employed by the United States Army with filing claims for loss or damage to personal property. If you are a first time visitor to this site, we recommend browsing through the information contained in the links on the right side of this page. If you have questions and want to speak directly to claims officer personnel, we have included contact information for Military Claims Offices worldwide in the links to the right.

[File a Claim](#)





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New Claim

SELECT THE OFFICE CLOSEST TO YOUR CURRENT PHYSICAL LOCATION. IF YOU ARE DEPLOYED, SELECT THE OFFICE CLOSEST TO YOUR PERMANENT DUTY STATION.

Please select your Region

US - United States



Clicking 'Next Page' will initiate a new claim

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SGT Smith, John

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Draft Claim (CPCS)

[Save Progress and Exit](#)

Where was your personal property lost OR Damaged

[In Shipment or Storage](#)

[Non Shipment](#)





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Non-Shipment Claim

It is a good idea to have information ready before you begin to file your claim. For example, you may want a police report or fire report if the loss was at quarters . You don't need this kind of information right now to file your claim, but you will need it before a final decision can be made about if your claim is payable and for how much.

If it is close to 2 years from the date of your loss, we recommend that you continue. Please note that the statute of limitations for filing a personnel property claim is 2 years. The government is not able to pay a claim that is filed more than 2 years after the date of loss or damage.

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Third Party Payments

Have you received any third party payments from parties such as your insurance company or the carrier?

[Yes. I received payment from a third party](#)

[No. I did not receive a third party payment](#)

NOTE : If you had Renter's, Homeowner's or Automobile insurance at the time of loss or damage, you are required to file a claim with your insurance company before filing a claim with the Army. A copy of your insurance policy and a copy of the settlement or denial letter from your insurance company will also be required.

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There are no items added to this claim.

[+ Add a missing or damaged Item](#)

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Item Name	Quantity
<input type="text"/>	<input type="text"/>
Missing/Damaged	Original Cost ?
<div>Damaged</div>	<input type="text" value="0"/>
Damage Description	Repair Cost ?
<input type="text"/>	<input type="text" value="0"/>
Acquired on ?	Replacement Cost ?
<div>01</div> <div>2021</div>	<input type="text" value="0"/>
	Amount Claimed ?
	<input type="text" value="0"/>
<div>Close</div> <div>Save Item</div>	



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Draft Claim (CPCS)

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Total Line Items	1
Total Line Item Quantity	1
Total Amount Claimed	\$279.00

[+ Add Another Item](#)

Nintendo Switch(1) \$279.00

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Continue until all items you wish to claim as listed in this box



Draft Claim (CPCS)

[Save Progress and Exit](#)

Upload supporting documentation

You can upload scanned copies of repair estimates, photographs or any other documents which will support your claim

[Select Files](#)



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[Next: Review Claim Data](#)

Please Attach:
Completed CEFT Form
Copy of Lease

The following documents are required to process your Non-Shipment claim. You may still submit your claim without these documents, however, final action cannot be taken until the claims office has received all required documentation.

- Any other documentation to support your claim
- Estimates of Repair for damaged items (if you have them)
- Estimates of Replacement Cost (for lost/stolen items)
- Inventories (if available)
- MP/Police Reports (if available)
- Proof of damage (photos, repair estimates, etc.)
- Proof of ownership and price (receipts, photos, catalogs, etc.)
- Proof of third party payments or denials
- Statement from DPW (for claims in government quarters)

If you don't have these items or aren't sure about what to submit, don't worry, a claims examiner will contact you to obtain the required documents and/or information.



Draft Claim (CPCS)

Please Review the Claim information before submitting

Note: Once the claim is submitted, the data cannot be edited. You can still upload documentation after submitting.

Field Office	CPCS
Claim Type	Non-Shipment
Location of Non Shipment Claim	Place of Duty, Deployment, Other on Post Location
Incident Description	AFG NEO Operation Aug 21
Incident Date	24 AUG 2021
Was there payment from another party?	Y
Amount Claimed	\$279.00

THIRD PARTY PAYMENT
USAA (Insurance) paid \$100.00

CLAIM ITEMS

Nintendo Switch(1)	\$279.00
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Supporting documents - Not uploaded

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Draft Claim (CPCS)

UNDER PENALTY OF LAW, I DECLARE THE FOLLOWING AS PART OF SUBMITTING MY CLAIM:

If any missing items for which I am claiming are recovered, I will notify the office paying this claim.(For shipment claims.) Missing items were packed by the carrier; they were owned prior to shipment but not delivered at destination; after my property was packed, I/my agent checked all rooms in my dwelling to make sure nothing was left behind.

I assign to the United States any right or interest I have against a carrier, insurer, or other person for the incident for which I am claiming; I authorize my insurance company to release information concerning my insurance coverage.

I authorize the United States to withhold from my pay or accounts for any payments made to me by the carrier, insurer or other person to the extent I am paid on this claim, and for any payment made on this made on this claim in reliance on information which is determined to be incorrect or untrue. I have not made any other claim against the United States for the incident for which I am claiming. I understand that if any information I provide as part of my claim is false, I can be prosecuted.

☐ No, I Do not Agree

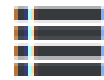
☒ Yes, I Agree. Submit Claim



After “submit claim” a claim # will be issued.

Please document your claim #.

An adjudicator will be in contact with you via email
regarding your claim.



Contact CPCS

Center for Personnel Claims Support

50 Third Ave.

Fort Knox KY 40121-5230

US

Phone: 502-626-3000

Fax: 502-626-1320

Email usarmy.knox.hqda-otjag.mbx.cpcs@army.mil

Website www.jagcnet.army.mil/pclaims

Hours: M-F 0800-1600

Questions

Center for Personnel Claims Support

Customer Service

(502) 626-3000

usarmy.knox.hqda-otjag.mbx.cpcs@army.mil

